



CIMSPA

Standards
Professionalism
Advocacy

CIMSPA

Customer Service Statement

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Version: October 2022

Next June 2023

Revision:

CIMSPA Customer Service Statement

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Overview

The Chartered Institute for the Management of Sport and Physical Activity (CIMSPA) has established this customer service statement to outline what customers, members, partners and the UK's sport and physical activity sector (referred to as 'stakeholders') can expect as standard conduct from their Chartered Institute and the commitment that CIMSPA has to its stakeholders.

Introduction

CIMSPA is the professional development body for the UK's sport and physical activity workforce. CIMSPA's role is to support, develop and enable all CIMSPA members and partners to succeed in the sport and physical activity sector, ensuring that members receive excellent education and training to facilitate a fulfilling career in the sector. As the champions of professionalism and integrity, CIMSPA aims to provide high quality standards in all its activities and services.

The aim of this customer service statement is to ensure that all stakeholders experience a level of service that meets both the stakeholders' and CIMSPA's expectations.

Customer Service Statement

CIMSPA intends to provide its stakeholders with excellent standards of service, support and guidance.

This customer service statement outlines the commitments CIMSPA makes to its stakeholders, which will be regularly reviewed based on feedback, market trends and insight.

Support

CIMSPA will provide members and partners with the following:

- A dedicated Client Engagement and Partnerships team.
- Members will have access to a range of quality education, training and continuous professional development services.
- Members will have access to services that will support individual career development.
- Members will have access to sector relevant benefits.
- Partners will have access to a staff management system allowing oversight of qualifications, continuous professional development and membership status.
- Assurance that quality means 'quality' through robust endorsement and quality assurance processes.
- Assurance that CIMSPA's activities are conducted in an independent and professional manner, free from bias.
- Technical support regarding the endorsement of education products.

Communication

CIMSPA will endeavour at all times to:

- Answer all calls within 5 rings.

- Respond to all telephone enquiries within 3 working days¹.
- Respond to social media enquiries within 3 working days.
- Respond to all email communications within 3 working days.
- CIMSPA operates a zero-tolerance policy and reserves the right in its absolute discretion to terminate communication deemed to be in violation of the terms outlined in this.
- CIMSPA reserves the right in its absolute discretion to not respond to social media enquiries or posts that are abusive or inappropriate.
- Respond to all voicemails within 2 working days.
- Acknowledge receipt of complaints or appeals within 2 working days.
- Listen and respond to feedback and suggestions.
- Provide a professional, respectful and supportive attitude at all times, endeavouring to meet stakeholders service expectations.
- Ensure that all communications are as accurate as possible, based on information available to CIMSPA at the time of the communication.

How to Contact CIMSPA

All enquiries will be received by the Client Engagement team via the contact details below. If necessary, the enquiry will then be transferred to the relevant member of staff.

Telephone	• 03438 360200
Email	• info@cimspa.co.uk
Working Hours	<ul style="list-style-type: none"> • Monday to Thursday: 8:30 – 16:30 • Friday: 8:30 – 16:00 • Voicemail available outside of working hours

Membership

CIMSPA will endeavour at all times to:

- Review and provide feedback on membership applications within 10 working days from receipt of application.
- Review and provide feedback on chartered membership applications within the timescales outlined in the Chartered guidance webpage documents on the CIMSPA website.
- Respond to requests to record continuous professional development, qualifications or learning within 10 working days from receipt of relevant evidence.
- Review and provide feedback on requests to change membership categories within 10 working days from receipt of relevant evidence.

Partnership

CIMSPA will endeavour at all times to:

- Acknowledge receipt of partnership applications through the CIMSPA website within 2 working days from receipt of application.

¹ Throughout this document reference to working days shall mean Monday-Friday (excluding bank holidays and CIMSPA staff training days).

- Review and provide feedback on education partner applications within 28 days from receipt of application.
- Review and provide feedback on education products submitted for endorsement within 28 days from receipt of application.
- Respond to technical enquiries regarding education partnership and endorsement within 5 working days.

Failure to Comply with CIMSPA's Customer Service Statement

CIMSPA is determined to deliver a high-quality service in every area of its work and would be disappointed if this was not the case. Any stakeholder who has received a level of service that did not meet this customer service statement or the stakeholder's or CIMSPA's expectations, are encouraged to report this directly to CIMSPA. Further information on making complaints can be found in CIMSPA's Complaints Policy, the most recent version of which can be found on the CIMSPA website.

Review

This customer service statement will be reviewed by CIMSPA in June 2023 unless changes in policy, governance or other circumstances require a review prior to this date. Stakeholders will be informed of any changes via email and the most recent version of the Customer Service Statement will be made publicly available on the CIMSPA website.